Massachusetts Department of Transportation
Registry of Motor Vehicles Division

Board Report

November

13, 2017

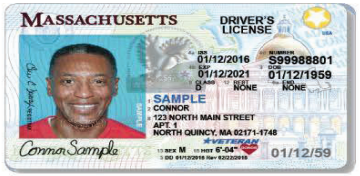
REAL ID Update

Massachusetts driver's licenses and ID cards will continue to be valid form of federal identification

- DHS granted REAL ID extension request in October
- RMV will be fully compliant in March 2018
- **Customers don't have to worry about having a REAL ID credential in their wallet until October 2020**
- Website helps customers learn more: **www.mass.gov/REALID**

Massachusetts Registry of Motor Vehicles

REAL ID
REAL ANSWERS



What Is REAL ID?

- A new type of credential that the RMV will begin to issue on March 26, 2018.
- REAL ID comes from the REAL ID Act of 2005, which sets security standards for state-issued driver's licenses and ID cards.

Why do I need REAL ID?

- By October of 2020, you will need it to:
  - board a plane in the US, or
  - enter a federal building
- If you have a valid passport, you could use that and never need a REAL ID.

Should I get a REAL ID right now?

- You don't need a REAL ID until October of 2020 so just wait and apply for it when your license/ID is due for renewal.

Do I need it?

Click **here** to find out! It's so easy and takes less than a minute.
We will not collect any information.

You do not need a REAL ID until October 2020 but you may apply for one after March 26, 2018.

Inspection Program Update

RMV, DEP and Applus staff completed the visits to all inspection stations post-implementation to ensure stations had support needed to conduct inspections

Inspection stations were able to process more inspections in October 2017 than in October 2016

- 446,701 in 2017 vs. 435,569 in 2016

School pupil transport vehicles (7D) vehicles are able to be inspected in time for the November 30th inspection cycle deadline

1st quarterly meeting of the new program with inspection industry, RMV, DEP and Applus will be held on November 28, 2017 to ensure consistent dialogue with all key stakeholders

RMV Service Center Metrics
September 2017

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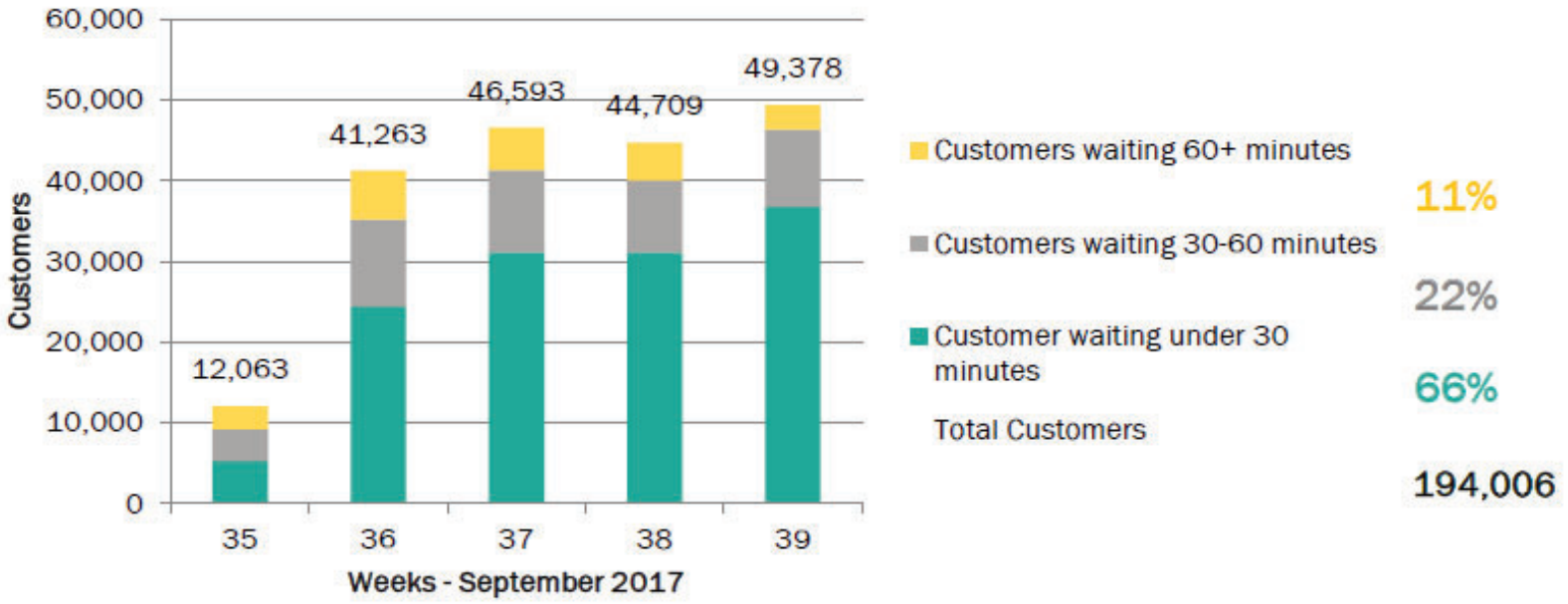
Service Centers - System wide

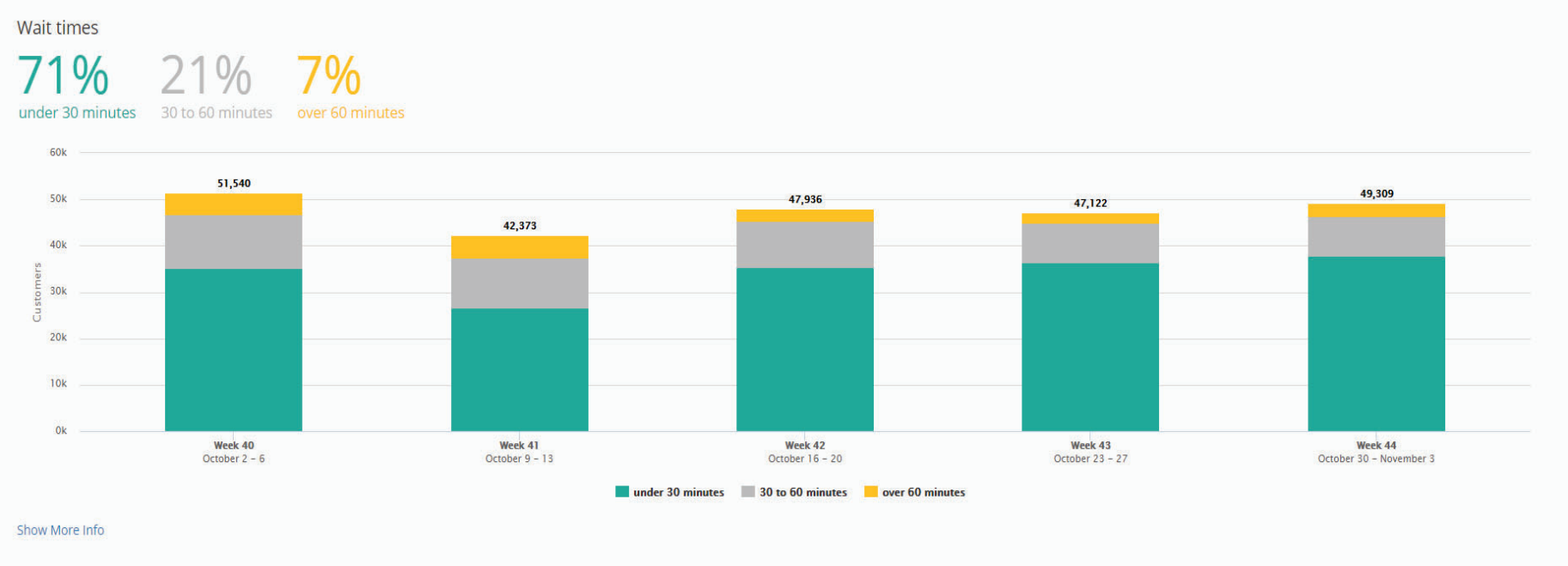


Western MA had the strongest performance with 89% of customers served in 30 minutes or less

RMV Service Center Metrics October 2017

massDOT Massachusetts Department of Transportation Registry of Motor Vehicles

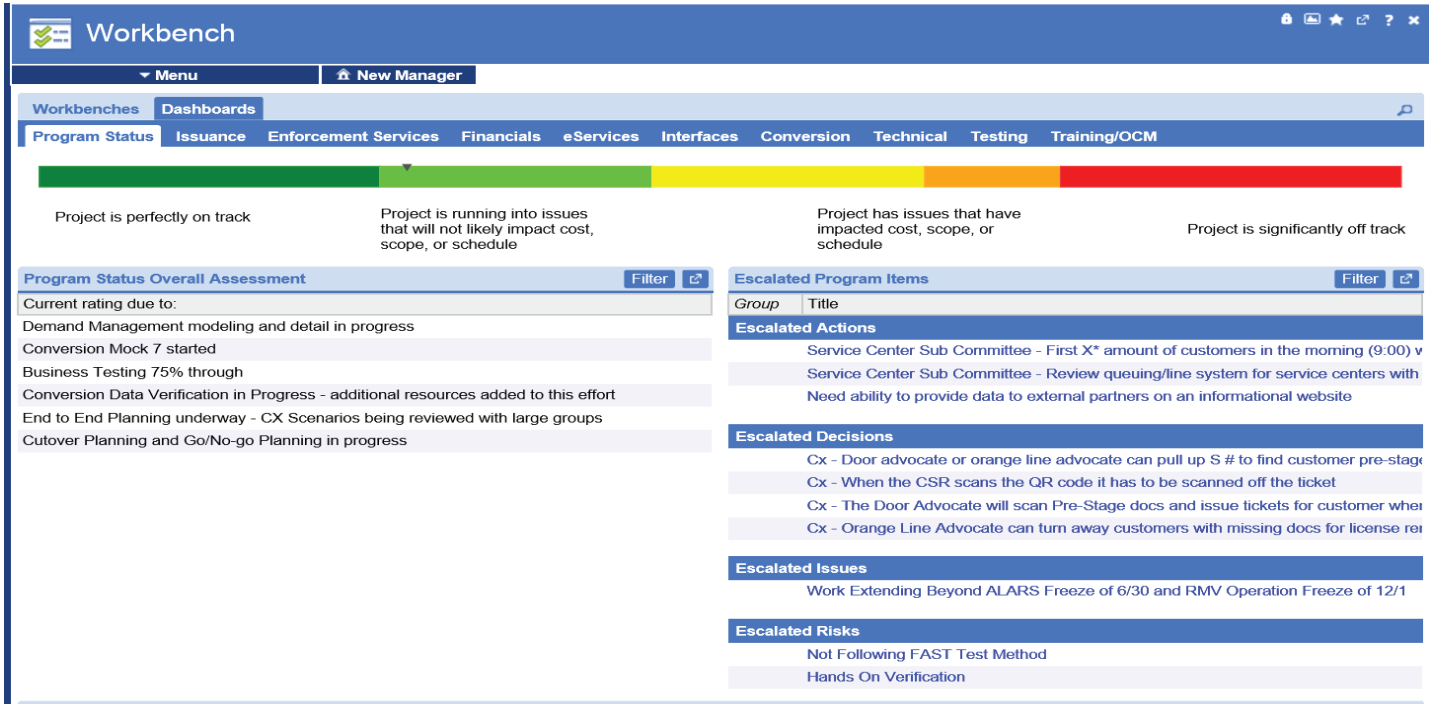
Service Centers-System Wide



- Performance is increasing with better service delivery while serving more customers
- 238,280 customers served, 259, 971 transactions processed with a 5% increase from September 2017 in the number of customers served in 30 minutes or less

ATLAS Program-
133 Days until Release 1 Go-Live

- Overall program is on track
- Sessions being held during November to identify additional ways to prepare staff and customers to be successful with the transition to the new system


Workbench
Menu
New Manager
Workbenches
Dashboards
Program Status
Issuance
Enforcement Services
Financials
eServices
Interfaces
Conversion
Technical
Testing
Training/OCM
Project is perfectly on track
Project is running into issues that will not likely impact cost, scope, or schedule
Project has issues that have impacted cost, scope, or schedule
Project is significantly off track
Program Status Overall Assessment
Filter
Current rating due to:
Demand Management modeling and detail in progress
Conversion Mock 7 started
Business Testing 75% through
Conversion Data Verification in Progress - additional resources added to this effort
End to End Planning underway - CX Scenarios being reviewed with large groups
Cutover Planning and Go/No-go Planning in progress
Escalated Program Items
Filter
Group
Title
Escalated Actions
Service Center Sub Committee - First X* amount of customers in the morning (9:00) v
Service Center Sub Committee - Review queuing/line system for service centers with
Need ability to provide data to external partners on an informational website
Escalated Decisions
Cx - Door advocate or orange line advocate can pull up S # to find customer pre-stag
Cx - When the CSR scans the QR code it has to be scanned off the ticket
Cx - The Door Advocate will scan Pre-Stage docs and issue tickets for customer whe
Cx - Orange Line Advocate can turn away customers with missing docs for license re
Escalated Issues
Work Extending Beyond ALARS Freeze of 6/30 and RMV Operation Freeze of 12/1
Escalated Risks
Not Following FAST Test Method
Hands On Verification